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# Xerox® App Gallery User Guide

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# Overview

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# Xerox® App Gallery Overview

The Xerox® App Gallery is the central location for all your Xerox® ConnectKey® App needs.

Xerox® ConnectKey® Apps are small programs that add functionality to Xerox devices. Xerox® App Gallery Web Portal is a website that allows you to install, purchase, and manage Xerox® ConnectKey® Apps.

Gallery account holders can use the Xerox® App Gallery to find apps that provide new features or capabilities for their Xerox devices. The Gallery offers Xerox® Apps that Xerox® and Xerox® third-party partners design.

A Xerox® App Gallery account provides direct access to apps for Xerox devices. These apps can improve your productivity, simplify workflows, convey pertinent business information, and enhance your overall experience. You can use a Xerox App Gallery account to do the following:

- View and acquire apps
- Install apps onto Xerox devices
- Manage your apps and Xerox devices

With Xerox® App Gallery:

- Gallery users can search the Gallery for apps that fit their needs.
- Using a network connection, in a single step, users can deploy Xerox® ConnectKey® Apps to groups of devices.
- Depending on the app, Xerox® App Gallery functions on devices with the following:
  - Xerox® ConnectKey® Technology-enabled i-Series MFP with Extensible Interface Platform® (EIP) 3.5 or higher
  - Xerox® ConnectKey® Technology-enabled AltaLink® MFP, with Extensible Interface Platform® 4.0 or higher
  - Xerox® ConnectKey® Technology-enabled VersaLink® MFP, with Extensible Interface Platform® 3.7.1 or higher



**Note:** Some Gallery apps are free and do not require a purchase. Other apps require a purchase and they are referred to as Paid Apps.



# Xerox® ConnectKey® Technology



**Note:** All the apps in the Xerox® App Gallery, which includes Third-Party Partner Apps, are Xerox® ConnectKey® Apps.

Xerox® ConnectKey® Technology and software connect multifunction devices and single-function printers to the way work gets done. Xerox® ConnectKey® enabled devices and printers offer fully integrated print, scan, and cloud-based solutions.



**Tip:** To use Xerox® App Gallery Apps on a Xerox device, it is required that the device is loaded with the software for Xerox® ConnectKey® Technology-enabled i-Series, AltaLink®, and VersaLink® devices.

Xerox® ConnectKey® apps add, extend, and customize the functionality of Xerox devices. Xerox® ConnectKey® apps are assigned to the following categories:

- Business
- Cloud Storage
- Communication
- Creative Projects
- Education
- General
- Insurance
- Legal
- Medical
- Mobile Solutions
- Productivity
- Utilities

# Xerox® App Gallery Process Strategy

To use the Xerox® App Gallery:

1. Create an App Gallery Account.
2. Browse for the apps that you would like to purchase or install.
3. Add Xerox devices to the Devices catalog.
4. Select an app to install. If required, purchase the app.
5. Install the app.
6. To install more apps on the device, repeat steps 4 and 5.

## Two Types of Xerox® ConnectKey® Apps

Apps in the Xerox® App Gallery either require a purchase or can be installed free of charge. You can purchase the app directly through the App Gallery. Use the App Gallery to install and manage all your free and purchased apps.

### Purchasable Xerox® ConnectKey® Apps

For the current list of apps you can purchase, visit the App Gallery at <https://appgallery.services.xerox.com>.

The Xerox® App Gallery offers different models for apps that you can purchase. The purchasing models are as follows:

#### Paid Apps

Paid apps are the apps that you purchase once and install on devices. There are two categories of Paid apps:

- Apps purchased on a per-device basis.
- Apps that are purchased once and are installed on an unlimited number of devices.

#### Time-Based Subscription Apps

You can subscribe to Time-Based Subscription apps for a specified length of time. Subscriptions are offered in subscription lengths of 1 month, 12 months, 24 months, and 36 months. The App Developer determines what subscription options are offered.

There are two categories of Time-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and are installed on an unlimited number of devices.

#### Usage-Based Subscription Apps

You can subscribe to Usage-Based Subscription apps for a specified amount of usage. Examples of these types of apps are for prints, copies, scans, and so on, over a period of one year. Subscriptions can offer up to three different usage quantities to use during the length of the subscription.

There are two categories of Usage-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and are installed on an unlimited number of devices.



**Note:** The template apps in the Xerox® App Gallery do not require a purchase. Gallery Apps are supported on devices running the Xerox® EIP version 3.5 or higher.

# Accessing Xerox® App Gallery

You can access Xerox® App Gallery in the following ways:

- Go to the Xerox® App Gallery Web Portal at <https://appgallery.services.xerox.com>.
- Go to the Xerox device, then select **Xerox® App Gallery** App.

## Related Topics:

[Creating an App Gallery Account from the Xerox® App Gallery Web Portal](#)

## Xerox® App Gallery Support

The Help link appears on all the site pages. Several help options are available. To view the options, click **Help**. The Help window appears.

- Click **Online Support**. On the Support site, search for information by keyword, or to view related documents, click the **Documentation** tab.
- To view questions and responses from customers, click **Customer Support Forum**.
- To send an email containing a question, problem, or comment, click **Feedback**. All users are encouraged to visit the online support resources first.
- For account removal, send an email to [xerox.app.gallery.feedback@xerox.com](mailto:xerox.app.gallery.feedback@xerox.com).

# System and Device Requirements

## Supported Internet Browsers

The Xerox® App Gallery supports the following Internet browsers:

- Internet Explorer® version 11 on Windows® 7, Windows® 8.1, and Windows® 10
- Google® Chrome® version 60.0 or higher on Windows® 7, Windows® 8, Windows® 8.1, and Windows® 10

## Supported Languages

Xerox® App Gallery supports the following languages:

- English
- Brazilian Portuguese
- Catalan
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Greek
- Hungarian
- Italian
- Norwegian
- Polish
- Romanian
- Russian
- Spanish
- Swedish
- Turkish

## Device Requirements for Apps

Ensure that the following requirements are met:

- Ensure that all Xerox printers have Xerox® Extensible Interface Platform® (EIP) version 3.5 or later installed. If EIP version 3.5 or later is not installed, apps do not install on the device.
- Ensure that EIP is enabled to allow the installation of apps on a Xerox device. Refer to [Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and](#)

AltaLink® Devices and Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices

## Device Requirements if You are Using Xerox App Gallery

If you are using the Xerox® App Gallery, perform the following steps, as needed:

1. Ensure that the Xerox device can communicate with the Internet.



**Note:** Some apps require the Xerox device to communicate with the Internet. For installations that require a proxy to connect to the Internet, refer to [Xerox® ConnectKey® Technology-Enabled i-Series and AltaLink® Devices](#) and [Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

2. If Verification of SSL is enabled on the Xerox device, ensure that the security certificates are loaded on the Xerox device.

When Verify Server Certificates is enabled on the device, all EIP applications installed on the device are affected.



**Note:** By default, Xerox® Solutions Certificates are preloaded on all Xerox® ConnectKey® Technology-enabled i-Series, VersaLink® and AltaLink® devices.



**Note:** SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information is vulnerable.

- Xerox recommends that you enable Verify Server Certificates on your Xerox device, although this setting can cause issues with the other applications. For more information, refer to the Xerox® App Gallery Online Support at <http://www.support.xerox.com/support/xerox-app-gallery>.

For a complete list of supported Xerox devices and EIP software versions, go to <http://www.xerox.com/connectkeyapps>.

# Xerox® App Gallery Web Portal Basic Features

To browse the apps in the App Gallery, you are not required to log in to the Web Portal. All unauthenticated users are free to browse and search for apps in the App Gallery. Authenticated users gain access to features and functions assigned to their user role. An App Gallery user account has access to All Apps, My Apps, and Devices. Authenticated users with Developer roles have access to one extra tab, which is the Developer tab.

## Developer Tab

When an App Gallery Developer logs in to their account, the default Developer page appears. The Developer page offers app developers a place to manage all the apps that they are developing or have submitted to the App Gallery. Additionally, all published and archived apps appear here. From the Developer page, app developers can perform the following:

- Search apps by App Name.
- Upload new apps and submit apps for publishing.
- View all apps or sort them by status:
  - Approved, but not published
  - Archived
  - In Development
  - Published Private
  - Published Public
  - Returned
  - Waiting for Approval
- Access Help topics
- Log out at any time

## All Apps Tab

When an App Gallery user is logged in to their account, the default All Apps page appears. The All Apps page is optimized for you to browse and discover the apps that are published for public use. From All Apps, you can do the following:

- Browse the available apps.
- Search for apps by app name or by the company that created the app.
- Review details about the app.

## My Apps Tab

For the logged-in user, the My Apps tab displays apps that you have installed or that were shared with you. If a new version of an app is available, an `Update Available` message appears. The My Apps page contains:



- For Channel Partners, template apps you have created.
- Apps shared with you.
- Installed or previously installed apps.

## Devices Tab

For the logged-in user, the Devices tab displays a list of Xerox® devices added to the account. You can add, edit, and delete the devices from a Xerox® App Gallery Account. For more information, refer to [Xerox® App Gallery App](#).

## Xerox® App Gallery App

If the Xerox® App Gallery App is not installed on a device, the app is available from the Xerox® App Gallery Web Portal.

To browse the App Gallery, from the device control panel, select the **Xerox® App Gallery App**, click **Log In**, then register for a new Xerox® App Gallery account. Alternatively, you can log in to an existing account. After you have logged in, you can perform more App Gallery functions, such as purchase, install, and update apps.

 **Tip:** To use the Xerox® App Gallery App:

- Xerox® devices require a network connection.
- One of the following Xerox® ConnectKey® Technology-enabled devices is required: i-Series Multifunction Printer, AltaLink® device, or VersaLink® device.
- Xerox® devices require installation of Xerox Extensible Interface Platform® (EIP) version 3.5 or later.

### Related Topics:

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)


# Required Setup

This chapter contains:

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- [Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#) ..... 22
- [Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#) ..... 24

## Internet Browser Security Settings

### Modifying the Internet Explorer Browser Security Settings

 **Note:** The steps in this procedure are based on Internet Explorer 11.

1. Open Internet Explorer.
2. To access Internet Options, select one of the following:
  - a. From the Menu bar, select **Tools > Internet Options**.
  - b. From the Gear icon, select **Internet Options**.
3. From Internet Options, select the **Security** tab.  
If the Internet Explorer security level is High, you cannot log in to Xerox® App Gallery. Either change the security level to Medium-High or customize the security settings so that login is permitted to the site.
4. Click **Custom level**. The Security Settings - Internet Zone window appears.
5. Scroll to ActiveX controls and plug-ins.
  - a. Locate Run ActiveX controls and plug-ins.
  - b. Click **Enable**.
6. Scroll to Scripting.
  - a. Locate Active scripting.
  - b. Click **Enable**.
7. To save the settings and close the Security Settings - Internet Zone window, select **OK**.
8. From the Security tab, click **Trusted Sites**.
  - a. Click **Sites**.  
A secondary Trusted Sites window appears.
  - b. Select an area inside the Add this website to the zone field.
  - c. Enter the following URL: <https://appgallery.services.xerox.com>.
  - d. Click **Add**.  
The URL address is added to the Websites field.
9. Click **Close**.
10. To save the settings and close the Internet Options window, click **OK**.


### Modifying the Chrome Browser Security Settings

1. Open the Chrome browser.
2. In the Chrome browser, click the customize and control Google Chrome menu.
3. Click **Settings**.
4. Scroll to the bottom of the Settings page, then click the **Advanced** link.

5. Scroll down the page and locate the Privacy and Security section.
6. Under Privacy, click **Content Settings**.  
The Content settings window appears.
7. From Content settings, perform the following steps:
  - a. Scroll to locate JavaScript.
  - b. Click **Allow all sites to run JavaScript**, as recommended.
  - c. Scroll to locate Plug-ins.
  - d. Click **Detect and run important plug-in content**, as recommended.
8. Close the Chrome browser window.

## Verifying and Enabling the Extensible Interface Platform<sup>®</sup> for Xerox<sup>®</sup> ConnectKey-Enabled i-Series and AltaLink<sup>®</sup> Devices

Before you begin, ensure that Extensible Interface Platform<sup>®</sup> (EIP) Services is installed and enabled on the Xerox device. This action ensures that both the Xerox<sup>®</sup> App Gallery Web Portal and the Xerox<sup>®</sup> App Gallery App can install apps on the device.

 **Important:** By default, Extensible Interface Platform<sup>®</sup> (EIP) Services is enabled on the device. EIP Services remain enabled unless a device administrator disables the feature.

 **Note:** Device administrator login credentials are required to enable EIP on a Xerox device.

1. On your computer, open an Internet browser. You can use Internet Explorer or Google Chrome Internet browsers.
2. From an Internet browser, enter the IP address of your Xerox device. The Xerox<sup>®</sup> Embedded Web Server page for that device opens.
3. Select **Properties**.
4. To log in as the device administrator, click **Login**, then enter the device administrator credentials.
5. In General Setup, select **Extensible Service Setup**. The Extensible Service Setup page appears.
6. On the Extensible Service Setup page, perform the following steps:
  - a. Under Setup (Required), for Extensible Service Registration, click **Edit**. A secondary Extensible Service Setup page appears.
  - b. On the secondary Extensible Service Setup page, select the check boxes for the following configuration settings for your device:
    - Extensible Service Registration
    - Device Configuration
    - Scan Template Management
    - Scan Extension
    - Job Management Extension
    - Authentication & Accounting Configuration
    - Session Data
  - c. To save the changes, click **Save**.
7. The main Extensible Service Setup page appears.
  - a. To enable the EIP browser, go to Browser Settings, then select the check box for Enable the Extensible Services Browser.

8. On the Extensible Service Setup main page, for Proxy Server, configure the Proxy server settings, as needed.





**Note:** Proxy settings are required for apps that use a proxy to connect to the Internet.

- a. From the Proxy Server menu, select **Proxy**.
  - b. Choose one of the following:
    - To use the same proxy server for HTTPS, select **Use settings for all protocols**. Continue to the next step.
    - To use a separate proxy server for Xerox® Extensible Interface Platform® applications that use HTTPS, select **Edit**.
  - c. Click **Enabled**.
  - d. Select an address type. Options include:
    - IPv4 Address
    - IPv6 Address
    - Host Name
  - e. In the Proxy Server Address field, enter the address name or host name.
  - f. To save the changes, click **Save**. The main Extensible Service Setup page appears.
  - g. In the Bypass Proxy Rules field, enter the required values, separated by commas.
9. Click **Apply**. A message appears: To dismiss the message that appears, click **OK**.
  10. To log out, click **Logout**.
  11. Exit and close the browser window.

# Verifying or Enabling Extensible Interface Platform<sup>®</sup> for Xerox<sup>®</sup> ConnectKey<sup>®</sup> Technology-enabled VersaLink<sup>®</sup> Devices

Before you install apps, ensure that Extensible Interface Platform<sup>®</sup> (EIP) Services is enabled on the Xerox device. This action ensures that both the Xerox<sup>®</sup> App Gallery Web Portal and the Xerox<sup>®</sup> App Gallery App can install apps on the device.

 **Important:** By default, Extensible Interface Platform<sup>®</sup> (EIP) Services is enabled on the device. EIP Services remain enabled unless a device administrator disables the feature.

 **Note:** If you are the administrator of the Xerox device, perform the following steps. Otherwise, contact the device administrator.

1. On your computer, open an Internet browser. The Internet browser can be either Internet Explorer or Chrome.
2. From an Internet browser, enter the IP address of the Xerox device. The Xerox<sup>®</sup> Embedded Web Server for your device appears.
3. Click **Log In**, then enter the device administrator credentials.
4. Click **Apps**.
5. Click **EIP Settings**.
6. Click **EIP Web Services**.
7. On the EIP Web Services page, enable the following configuration settings:
  - Extensible Service Registration
  - Device Configuration
  - Scan Template Management
  - Scan Extension
  - Job Management Extension
  - Authentication and Accounting Configuration
  - Session Data
8. To save the changes, click **OK**. The main EIP Settings page appears.
9. To enable the Extensible Services Browser, move the slider switch for the EIP Browser to the right.
10. For Use Device Proxy Server, configure the Proxy Server, as required.
  - a. If a proxy is required to connect to the Internet, verify that the proxy is enabled for app installations. To enable Use Device Proxy Server, slide the switch to the right.
  - b. If the device proxy is set up, the screen refreshes the proxy information. If the device proxy is not set up, a **Not Setup** message appears. To open the HTTP setup window, click the **Use Device Proxy Server** link.
  - c. Enable HTTP and HTTPS.
  - d. To enable the Proxy Server, move the Proxy Server switch to the right.
  - e. To configure the proxy, click **Setup**, then click **Manual**.
  - f. Select the Address Type. Options include IPv4 Address, IPv6 Address, or Host Name.
  - g. In the Host Name: Port field, enter the address name or host name and the correct port.





## Required Setup

# Xerox App Gallery User Account Management



This chapter contains:

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# Creating an App Gallery Account from the Xerox® App Gallery Web Portal



**Note:** You can create a Xerox® App Gallery account in two ways:

- From the Xerox® App Gallery App. For information, refer to [Creating an App Gallery Account from the Xerox® App Gallery App](#).
  - From the Xerox® App Gallery Web Portal
1. To create a Xerox App Gallery account from the Xerox App Gallery Web Portal, go to <https://appgallery.services.xerox.com>.
  2. Click **Log In**.
  3. Click **Create Account**.
    - a. Enter your email address.
    - b. Confirm the email address.
    - c. Create a password. Account passwords are at least eight characters, and contain three of the following categories:
      - Uppercase letters, for example: A, B, C, D
      - Lowercase letters, for example: a, b, c, d
      - Numeric characters, for example: 1, 2, 3
      - Non-alphanumeric punctuation marks, for example: ! @ # \$ % & \* + ?
  4. Confirm your password.
  5. In the appropriate fields, enter your first name, your last name, and your company name.
  6. In the Country field, begin typing your country name. From the list, select your preferred language.
  7. From the list, select your preferred payment currency.
  8. Review and accept the Terms of Use and the Data Administration Terms of Use. Select the check box for each term of use. Respond to any CAPTCHA challenges posed by the system.  
 **Note:** If you register for an App Gallery Developer account, you are required to review and accept the Terms of Use, the Data Administration Terms of Use, and the Developer Terms of Use.
  9. After you enter the information in all the required fields, click **OK**. A message appears: *We are processing your request*. The Xerox App Gallery system sends an email to you about finalizing your account setup. Follow the instructions in the email.  
 **Note:** If you do not receive an email from Xerox App Gallery in your email Inbox folder, verify that the email is not in your Junk or Spam email folders.
  10. To dismiss the account processing message, click **Close**.
  11. To validate your account and log in to your account:
    - a. Log in to your email account, then locate the email from the Xerox® App Gallery.
    - b. Click **Validate Account**. The Log In to Validate Your Account window appears.

- c. Enter your account password.
- d. Click **Log In**.

## Logging in to Your Account with the Xerox® App Gallery Web Portal

1. Go to <https://appgallery.services.xerox.com>.
2. Click the **Log In** link.
3. Enter your email address.
4. Enter your password.
5. Click **Log In**.

## Resetting Your App Gallery Account Password

 **Note:** To unlock a locked App Gallery account, you are required to reset your password.

1. Go to <https://appgallery.services.xerox.com>.
2. Click **Log In**. The App Gallery Login screen appears.
3. Click **Forgot Password?** The Forgot Password screen appears.
4. For the Email Address field, enter the email address for the locked-out account user, then click **Send Request**. A message appears, stating the following: Password reset instructions have been sent. If you do not receive an email within a few minutes, check your junk email. To ensure you receive future emails specify the message as Not junk.
5. To dismiss the message, click **Close**.
6. Access your email, then open the message titled *Your Xerox App Gallery password reset request*. If you do not see the email for the password reset in your Inbox, view the files in your Junk or Spam email folder.
7. From the reset password email, click **Password Reset**, or right-click the button, click **Copy Hyperlink**, then paste the link into your browser. Press **Enter**. The browser page opens, and the reset password message appears. If no action is taken to reset the password, it remains unchanged.
8. In the New Password field, enter your new password.
9. In the Confirm Password field, reenter the password.
10. Click **OK**. Your password is reset.
11. To test the new password, log in to the Xerox® App Gallery Web Portal again using the new password.

## Editing Your User Profile

Use this procedure to edit your App Gallery Account profile information. Profile information that can be edited includes the following fields:

- Email
- First Name
- Last Name
- Company
- Country
- Preferred Language
- Payment Currency




**Note:** When you select the United States for your country, the payment currency is in US Dollars only.

- Go to <https://appgallery.services.xerox.com>.
- Log in to your Xerox® App Gallery account.
- Click **First Name**.
- Click the **Account Details** link.
- Click **Edit**.
- Edit the required profile fields.
- After you make the necessary updates, click **OK**.



## Editing Your Account Password

Use this procedure to edit your App Gallery Account password information.

1. Go to <https://appgallery.services.xerox.com>.
  2. Log in to your Xerox® App Gallery account.
  3. Click the first name of the logged-in user.
  4. Click the **Account Details** link.
  5. Click **Change Password**.
  6. To update the account password information, perform the following steps:
    - a. In the Current Password field, enter the existing account password.
    - b. In the New Password field, enter a new password. Account passwords are at least eight characters and contain three of the following categories:
      - Uppercase letters, for example: A, B, C, D
      - Lowercase letters, for example: a, b, c, d
      - Numeric characters, for example: 1, 2, 3
      - Non-alphanumeric punctuation marks, for example: ! @ # \$ % & \* + ?
    - c. In the Confirm Password field, reenter the password.
-  **Note:** To keep the existing password, click **Cancel**
7. After you make the necessary updates, click **OK**.

## Deleting or Removing Your Account

Use this procedure to request the deletion of your App Gallery Account.

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. For First Name, click the logged-in user name.
4. Click **Account Details**.
5. Click **Delete Account**. Select the check box for **I understand**.
6. Click **Request Delete**.
7. To keep the account, click **Cancel**.



**Note:** For more assistance with account removal, send an email to [xerox.app.gallery.feedback@xerox.com](mailto:xerox.app.gallery.feedback@xerox.com)

# Device Management

This chapter contains:

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- [Installing devices from a .csv file ..... 39](#)
- [Reinstalling Apps from the Device Details in App Gallery ..... 40](#)
- [Uninstalling Apps from the Device Details in App Gallery ..... 41](#)
- [Editing or Updating a Device in an App Gallery Account..... 42](#)
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## Devices Tab

The Devices tab displays a list of Xerox® devices that you added to your App Gallery account. The Devices tab allows you to add, edit, and delete devices from your App Gallery Account.

The following information describes the features and functions available on the Devices tab.

### Add

To open the Add Device screen, click **Add**.

To add a device manually, enter the required information:

- Device IP Address or Hostname
- SNMP V1 / V2 Community Name
- Device Administrator User Name
- Device Administrator Password

The following information is optional:

- Device Tag
- Contact Name
- Contact Email address



**Note:** You can add a device to your App Gallery account from the App Gallery App. Refer to [Adding a Device Automatically from the Xerox® App Gallery App](#)

## Using Auto Discovery to Add a Device

To use this feature, you first need to set up a Discovery Profile

### Setting up a Discovery Profile

1. Click **Device Discovery**.
2. Select **Discovery Profile**.
3. Select **Create New**.



**Note:** The Device Administrator credentials are not required to add the device to the Xerox® App Gallery. Device Administrator credentials are required to install and uninstall Xerox® Connectkey® Apps from the Xerox® App Gallery.

- a. Enter a contact name.
  - b. Enter an email address.
4. Select **Add Address**. You can enter a range of IP addresses, a single IP Address, or a DNS Name.
  5. Select **Add Exception**. You can enter a range of IP addresses, a single IP Address, or a DNS Name that you would like to exclude.
  6. Select **Add**.

## Adding Devices with Auto Discovery

1. Click **Device Discovery**.
2. To Start a Discovery, select the **Start Discovery** icon.  
A list of available profiles appears.
3. Select the **Profile Name** you wish to discover.
4. Select **Start** icon.  
A list of available profiles appears.
5. Select the devices that you want to add to your device list.
6. Select **Add Devices**.
7. Select **Add**.



**Note:** If you use Auto Add, the system attempts to add discovered devices to your account. For any device that fails to add, the message `admin credentials were wrong` appears in the Device Discovery List as an indication of failure.

## Device List

The Device list shows all the Xerox devices added to your App Gallery account. The list includes the following details:

- **Device:** Displays the device model. For example, Xerox WorkCentre® 3655X v1 Multifunction Printer.
- **IP Address/Hostname:** Displays the IP address or Hostname for the device.
- **Location:** Displays the user-entered location, if provided by the user.
- **Device Tag:** Displays the user-provided tag.

## Installing Apps from the Device Details Page in App Gallery

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **Devices**.
4. Locate and select the device where you want to install the apps.



**Note:** You can install apps from the Device Details page only when the device is added initially, and if no apps were installed previously. The Device Details window appears with the following message: No Apps installed on this Device.

5. Click **Add Apps**.
6. Browse, select, purchase, then install the apps. Refer to the following procedures:
  - [Installing an App with a Trial](#)
  - [Installing a Free App](#)
  - [Purchasing and Installing a Paid-Per-Device App](#)
  - [Purchasing and Installing a Paid Unlimited App](#)
  - [Purchasing and Installing a Time-Based Per-Device Subscription App](#)
  - [Purchasing and Installing a Time-Based Unlimited Subscription App](#)
  - [Purchasing and Installing a Usage-Based Per-Device Subscription App](#)
  - [Purchasing and Installing a Usage-Based Unlimited Subscription App](#)
  - [Reinstalling an App from My Apps](#)
  - [Updating an App in My Apps](#)

## Installing devices from a .csv file

The App Gallery offers the option to install devices in bulk from a .csv file. Ensure that the .csv file contains the following information under these field headings: networkaddress, snmpcommunityname, username, password. The headings are case-sensitive, so save them in your .csv file in the same case as noted here. After you create your .csv file, log in to the App Gallery, then follow these steps:

1. Select the **Devices** tab. The URL appears in the address bar as follows: <https://appgallery.services.xerox.com/#!/devices>
2. Click the browser address bar, then add the following text at the end of the URL: /device-import
3. The URL is now <https://appgallery.services.xerox.com/#!/devices/device-import>.
4. The webpage refreshes to the Device Import screen.
5. Click **Import Devices**.
6. Click **Select File**.
7. Browse to and select your .csv file.
8. Click **Open**.
9. Click **OK**.  
The system installs all of the devices listed in the .csv file. If a device does not install, after the import process completes, you can view or download an error report.

## Reinstalling Apps from the Device Details in App Gallery

Use this procedure when an app has been removed from a device by another user.

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **Devices**. The My Device page appears.
4. Locate and select the device where you want to reinstall the app.



**Note:** You can reinstall apps from the Device Details.

5. To reinstall the associated app, click **Reinstall**. The app is reinstalled on the device. For more information, refer to [Reinstalling an App from My Apps](#)



# Uninstalling Apps from the Device Details in App Gallery

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click the **Devices** tab. The My Devices page appears.
4. Locate and select the device that you want to edit.



**Note:** The ability to uninstall apps from the Device Details page is available only when apps were installed previously on the device.

5. For the app that you want to remove, click the uninstall X for the app, or to remove all the apps from the selected device, click **Uninstall All**.
6. A warning message appears.  
If you selected Uninstall for an individual app, the following message appears:
  - Are you sure you want to uninstall <App Name> from the following device: <Device model information> and <Device IP Address>.If you selected Uninstall All, the following message appears:
  - Are you sure you want to uninstall all apps from the following device: <Device model information> <Device IP Address>.
7. Click **Uninstall**, or, to retain the apps currently installed on the device, click **Cancel**.

## Editing or Updating a Device in an App Gallery Account

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click the **Devices** tab.
4. Locate and click the device that you want to edit.  
The Device Details window appears.
5. Click **Edit**.
6. Edit any fields, as necessary.
7. Click **OK**.

# Deleting a Device from an App Gallery Account



**Note:** Before you delete a device from a Xerox® App Gallery account, uninstall or delete all App Gallery Apps from the device. Refer to [Uninstalling Apps from the Device Details in App Gallery](#).

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click the **Devices** tab.
4. To delete a device, click the device name.  
The Device Details screen appears.
5. Click **Remove**. To acknowledge that you have read the warning message, select the check box for I understand.
6. Click **Remove**.  
The device is removed from your account.



# All Apps

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## All Apps Tab

App Gallery users can browse the apps offered in the Gallery without logging in. After an App Gallery user has authenticated, the All Apps view is the default page that appears in the Xerox App Gallery Web portal.

The All Apps tab displays available apps and gives you access to other features and functions, including the ability to search apps and view the App Details for a specific app.

Apps on the All Apps page are grouped into specific categories. App categories include:

- Business
- Cloud Storage
- Communication
- Creative Projects
- Education
- General
- Insurance
- Legal
- Medical
- Mobile Solutions
- Productivity
- Utilities

Apps with a similar purpose or function are grouped in the appropriate category.

The Channel Partner apps appear only when a user with a Channel Partner account is logged in. For information about Channel Partner apps, contact a Xerox® Channel Partner. For more information about creating partner apps, refer to the Xerox Developer Program at <https://www.xerox-solutions.net/Developers/>.

## Apps Details

You can purchase and install apps from the App Details screen. Depending on the type of app, one of the following options is available on the App Details page:

- Try It
- Install
- Buy
- Subscribe

### Installing a Free App

1. To install a free app, from the App Details screen, click **Install**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the app.
  - a. If devices are not visible in the list, click **Add Device**.
  - b. In the Device IP address field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
4. Click **Install**.

The progress of the app install appears. When the installation completes, the status appears as `Installed`.

### Installing an App with a Trial

1. To install a trial for an app, click **Try It**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the devices where you want to install the Trial app.
  - a. If devices are not visible in the list, click **Add Device**.
  - b. In the Device IP address field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
4. Click **Install**.

The progress of the app install appears. When the installation completes, the status appears as `Installed`.

### Purchasing and Installing a Paid-Per-Device App

1. To purchase an app, from the App Details screen, click **Buy**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.

3. Select the devices where you want to install the apps.
  - a. If no devices are visible in the list of available devices, click **Add Device**.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the requested information, then click **Add**.
  - d. Select the new device.
4. Click **Checkout**.
5. On the next screen, review the order information, then enter the billing information or select a previously used payment method.
6. Click **Place Order**.
7. After you place the order, click **Done**.

The app installs on the selected devices automatically. The progress of each app install appears on the screen. After the installation completes, the status appears as *Installed*.

## Purchasing and Installing a Paid Unlimited App

1. To purchase an app, from the App Details screen, click **Buy**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Enter the billing information, then click **Place Order**.
4. On the next screen, review the order information, then enter the billing information or select a previously used payment method.
5. After you place the order, click **Done**.
6. Select the devices where you want to install the app.
  - a. If no devices are visible in the list of available devices, click the **Add Device** link.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
7. Click **Install**.

After the installation completes, the status appears as *Installed*.

## Purchasing and Installing a Time-Based Per-Device Subscription App

1. To purchase a subscription for an app, from the App Details screen, click **Subscribe**.  
The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.  
Select the subscription period.



**Note:** The developer of the app defines the subscription period, which can be any combination of 1 month, or 1, 2, or 3 years.




3. Select the devices where you want to install the app.
  - a. If no devices are visible in the list of available devices, click **Add Device**.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
4. Click **Checkout**.
5. Enter the billing information.
6. On the next screen, review the order information, then enter the billing information or select a previously used payment method.
7. If you want to renew this subscription automatically, click **Enable Auto Renew**.
8. Click **Place Order**.
9. After you place the order, click **Done**.

The app installs on the selected devices automatically. After the installation completes, the status appears as *Installed*.

## Purchasing and Installing a Time-Based Unlimited Subscription App

1. To purchase a subscription for an app, from the App Details screen, click **Subscribe**.  
The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. If the Subscribe window appears, select the subscription period.
4. Click **Checkout**.
 

 **Note:** The developer defines the subscription period. If only one subscription option is defined, the Subscribe window does not appear. The Billing Information page appears.
5. Enter the billing information.
6. On the next screen, review the order information, then enter the billing information or select a previously used payment method.
7. If you want to renew this subscription automatically, click **Enable Auto Renew**.
8. Click **Place Order**.
9. After you place the order, click **Done**.
10. To install the app, select the devices.
  - a. If no devices are visible in the list of available devices, click the **Add Device** link.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
11. Click **Install**.

After the installation completes, the status appears as `Installed`.

## Purchasing and Installing a Usage-Based Per-Device Subscription App

1. To purchase a usage-based subscription for an app, from the App Details screen, click **Subscribe**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. Select the usage for the subscription.



**Note:** The developer defines the subscription usage options. If only one subscription option is defined, the Subscribe window does not appear. Unused usage subscriptions expire after one year.

4. To install the app, select the devices.
  - a. If no devices are visible in the list of available devices, click the **Add Device** link.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
5. Click **Checkout**.
6. On the next screen, review the order information, then enter the billing information or select a previously used payment method.
7. After you place the order, click **Done**.

The app installs on the selected devices automatically. When the installation completes, the status appears as `Installed`.

## Purchasing and Installing a Usage-Based Unlimited Subscription App

1. To purchase a usage-based subscription for an app, from the App Details screen, click **Subscribe**. The License Agreement appears.
2. To confirm that you accept the License Agreement, click **Agree**.
3. If the Subscribe window appears, select the amount of usage that you want for the subscription.
4. Click **Checkout**.



**Note:** The developer defines the subscription usage options. If only one subscription option is defined, the Subscribe window does not appear. Unused usage subscriptions expire after one year.

5. Enter the billing information, then click **Place Order**.
6. On the next screen, review the order information and enter the billing information or select a previously used payment method.
7. After you place the order, click **Done**.

8. To install the app, select the devices.
  - a. If no devices are visible in the list of available devices, click **Add Device**.
  - b. In the Device IP field, enter the IP address, then click **Next**.
  - c. In the Device Admin Credentials and Contact Information fields, enter the required information, then click **Add**.
  - d. Select the new device.
9. Click **Install**.

After the installation completes, the status appears as `Installed`. Installed apps appear on the My Apps screen. You can update or uninstall the apps from the My Apps screen.

## Adding Apps to My Apps

Apps are added to your My Apps page in one of the following ways:

- You have currently or previously installed the app on one or more devices.
- The app was shared with you.
- You have created and saved the app from your Channel Partner account.

# Reviewing the App Software Disclosure or Details

## Reviewing the App Software Disclosure or App Details

### To Review the Software Disclosure or Details for an App in All Apps

#### Software Disclosure

The information provided in the Software Disclosure statement informs you about any third-party software notices and any third-party app purchasing terms and conditions that can apply. The terms and conditions apply to any app that contains third-party programming code.

#### Details

This option displays a page with a detailed description of the app, which can include videos, screenshots of the app, and any applicable purchasing requirements.

### Purchasable Apps

In the App Details screen, you can use the **Buy** or **Subscribe** options to purchase apps.

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **All Apps**.
4. To review the software disclosure of an app in the All Apps catalog:
  - a. From the list, locate the app that you want to learn more about. To open the App Details screen, click the app.
  - b. Click **Details**.
  - c. Near the bottom of the screen, locate and select the **Software Disclosure** link. The Software Disclosure window appears.
  - d. Read the disclosure information.
  - e. Click **Close**.
5. To review the details of an app in the All Apps catalog:
  - a. Click **All Apps**.
  - b. Locate the app that you want to learn more about. To open the App Details screen, click the app.
  - c. Click **Details**.
6. The App Details screen appears.
  - a. Read the app details.
  - b. To return to your catalog of apps, click **Close**.

All Apps

# My Apps

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- [Installing, Updating, or Reinstalling Apps](#) ..... 57
- [My Apps Procedures](#)..... 59
- [Setting an App as the Default Walk-Up Screen on Xerox Devices](#) ..... 60

## My Apps Tab

When you are logged in, the My Apps tab displays a catalog of apps that are shared with users or are installed on devices by the user. The My Apps catalog of apps is organized in a three-column layout:

### App Column

This column displays the name and icon for any installed or shared apps.

### Subscription Alerts

This column includes an indication of the subscription status: expired, about to expire, and so on.

### Device Installed On

This column displays the number of devices where the corresponding app is installed.



**Note:** If a new version of the app is available, an `Update Available` message appears.

To select devices to update, click the app, then review the App Details. You can update individual apps on any device. To update apps on all devices, select **Update All**.



# Installing, Updating, or Reinstalling Apps

To install, update, or reinstall apps, refer to the following procedures:

- [Installing an App with a Trial](#)
- [Installing a Free App](#)
- [Reinstalling an App from My Apps](#)
- [Updating an App in My Apps](#)

## Installation Types

Depending on the type of app that you selected, one or more of the following options appear on the Details page for My Apps:

### Try It

This option allows you to install an app free of charge for a trial period.

### Install

This app is a free app. No purchase is required.

### Buy

This app requires a purchase. This option offers a per-device or an unlimited-device purchase. For per-device purchases, you can buy one app for each device. For unlimited-device purchases, you can buy once, then install the app on any number of devices.

### Subscribe

This app requires a purchase and offers the convenience of an app subscription. Subscriptions can be time-based, which expire after a selected period, or usage-based, which expire after usage is exhausted or a period of 1 year is reached. Time-based purchase models can offer you the option to renew the subscription automatically.

## Reinstalling an App from My Apps

To reinstall an app on one device only:

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. In the list, locate and click the app that you want to reinstall. The Details page appears.
5. Locate the device where you want to reinstall the app, then click **Reinstall**. If your app does not reinstall successfully, refer to the Troubleshooting chapter in this document.

## Updating an App in My Apps

If a new version of an app is available, the My Apps page provides an `Update Available` message. The message appears on each device where you installed the app.

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. To locate the app, use the Update Available indicator, then click the app.

A screen appears with the installation details for the selected app.

5. To update the app on individual devices, on each device, click **Update**. Or, to install the update on all associated devices, click **Update All**.  
The installed app is updated with the new version of the app.



**Note:** After the app has been updated, the app version cannot be reverted.

## My Apps Procedures

The remainder of this chapter provides the following procedures:

- [Uninstalling Apps from the Device Details in App Gallery](#)
- [Reviewing the App Software Disclosure or Details](#)
- [Xerox® ConnectKey® Technology-Enabled i-Series and AltaLink® Devices](#)
- [Xerox® ConnectKey® Technology-Enabled VersaLink® Devices](#)

To uninstall Free or Paid Apps from the device, a network connection is required.

1. Go to <https://appgallery.services.xerox.com>.
2. Log in to your Xerox® App Gallery account.
3. Click **My Apps**.
4. Locate and click the app that you want to uninstall.
5. Click **Uninstall**. To remove the app from all devices, click **Uninstall All**.



**Note:** An app that is designated as the default walk-up screen cannot be uninstalled without first removing the app as the default walk-up screen. To uninstall the app, ensure that you select another app as the device default screen. Contact the device administrator or refer to the System Administrator Guide for that device.

## Setting an App as the Default Walk-Up Screen on Xerox Devices

### Xerox® ConnectKey® Technology-Enabled i-Series and AltaLink® Devices

A Xerox device can have a specific app assigned as the default walk-up screen. The default walk-up screen is the main screen on the device. The walk-up screen appears after the device is powered on, exits energy saver mode, and when the device returns to the main screen after you press the Home button.



**Note:** To set an app as the default walk-up screen, use the Xerox® Embedded Web Server for the device. If the app is installed on that device, you can set the app as the default walk-up screen.

1. On your computer, open an Internet browser. You can use an Internet Explorer browser or a Chrome browser.
2. In the browser address field, enter the IP address of the Xerox device. The Xerox® Embedded Web Server page for that device appears.
3. Log in as the device administrator.
4. Click **Properties**.
5. In the General Setup section, click **Entry Screen Defaults**.
6. On the Entry Screen Defaults screen, to open the menu, click the down arrow.
7. Scroll the list of available apps. From the list, select the app that you want to appear on the default walk-up screen.
8. To save your changes, click **Save**.



**Note:** To uninstall the app that is the default walk-up screen on the device, remove the default walk-up app. Select another app as the default walk-up screen.

### Xerox® ConnectKey® Technology-Enabled VersaLink® Devices

Xerox devices can have a specific app assigned as the default walk-up screen. The default walk-up screen is the main screen on the device. The walk-up screen appears after the device is powered on, exits energy saver mode, and when the device returns to the main screen after you press the Home button.



**Note:** To set an app as the default walk-up screen, use the Xerox® Embedded Web Server for the device. If the app is installed on that device, the app can be set as the default walk-up screen.

1. On your computer, open an Internet browser. You can use an Internet Explorer browser or a Chrome browser.
2. Enter the IP address for the Xerox device. The Xerox® Embedded Web Server for that device appears.

3. Log in as the device administrator.
4. Click the **Apps** tab.
5. On the next screen, click **Preferences**.
6. To open the menu and scroll the list of available apps, use the down arrow.
7. From the list, select the app. The selected app is applied and appears as the default walk-up screen.



**Note:** An app that is designated as the default walk-up screen cannot be uninstalled from the device until you remove the app as the default walk-up screen. Select another app as the default walk-up screen.

My Apps

# Working with Xerox® ConnectKey® Apps at the Devices

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Xerox® ConnectKey® Apps are small programs that add functionality to Xerox devices. A Channel Partner can customize common, routine tasks into ConnectKey® Apps and share the apps with customers.

## Xerox® Info App

1. From the Xerox device control panel, touch the **Xerox® Info App**. The Info App opens to display a combination of text and images. The app can include only text, only images, or both. The app designer determines what the app includes.



**Note:** The app designer determines what the app includes and which features can be modified.

2. For information about the app, touch **About**. The information includes a contact name for app support.



# Xerox® Scan to Apps for Multifunction Devices Only

Scan to Apps are available on Xerox® multifunction devices only. Scan to Apps are not available on printers.

## Available Scan Settings

The Scan To app feature provides several ways to scan and store an original document. The scanning procedure using your device differs from the procedure using desktop scanners. Typically, the device is connected to a network, rather than a single computer. You can select a destination for a scanned image from the device.



**Note:** Available scan settings depend on the app configuration.

- If available, you can select from the following scan settings from the Xerox® Scan to Apps:
- **2-Sided Scanning:** You can select the way that an image is scanned.
- **1-Sided:** If the image that you want to scan is on one side of the original document, touch **1-Sided**.
- **2-Sided:** If you want to scan both sides of an original document, touch **2-Sided**.
- **2-Sided, Rotate Side 2:** If you want to rotate the image on the second side of your original document, touch **2-Sided, Rotate Side 2**. Use this option to scan original documents when some images are portrait orientation, and some images are landscape orientation.



**Note:** For Xerox® ConnectKey® Technology-enabled VersaLink® MultiFunction Printers, some images do not scan as expected. Do not select 2 -Sided, Rotate Side 2 when the Searchable PDF option is selected.

## File Format

You can create a PDF, TIFF, or JPG file format from the scanned image.

- **.pdf:** You can create a PDF of the scanned image and make the PDF searchable.
- **Archival (PDF/A):** This option ensures the preservation of file content over time. This option ensures that users can retrieve and render archived files.
- **Image Only:** This option scans the file as an image and creates a PDF.
- **Searchable:** This option creates a searchable PDF of the scanned file. Recipients can search the PDF that you create.
- **.tif:** To scan and store Tagged Image Files (TIF) for high-quality raster graphics and photos, use this format.
- **Combine Files:** If you select the Combine Files check box, all scanned pages are combined into one .tif file, with MTIF. If you do not select the Combine Files check box, all pages are created as separate, single-page .tif files.
- **.jpg:** To scan and compress a scanned image, use the .jpg file format.

## File Name

To enter a file name for your scanned image, use the touch screen keyboard at the device control panel.

## Output Color

Select the output for your scan:

- **Auto Detect:** For the Xerox® device to detect the properties of the original image that you want to scan, select this option.
- **Color:** For a color scanned image, select this option.
- **Black and white:** For a black-and-white scanned image, select this option.
- **Grayscale:** For a monochrome scanned image, select this option.



**Note:** For the Xerox® ConnectKey® Technology-enabled VersaLink® Multifunction Printer, do not use the Auto Detect setting for JPEG or TIFF output options. For JPEG images, use **Color** or **Grayscale** settings. For TIFF images, use **Black and White**, **Color**, or **Grayscale** settings.

## Original Size

Select the size and orientation of the original image that you want to scan, or for the Xerox device to detect the image size, select **Auto**. Otherwise, select a specific size option listed.



**Note:** For the Xerox® ConnectKey® Technology-enabled VersaLink® Multifunction Printer, if the original document or image size is not supported, the Xerox® device generates a file with a default paper size of 210 x 297 mm (8.5 x 11 in.).

## Original Orientation

Select the orientation of the original image that you want to scan:

- Portrait
- Landscape

## Original Type

You can select the type of image or document that you want to scan:

- **Text & Photo:** To scan an image that contains text and photos, select this option.
- **Photo:** To scan a photograph, select this option.
- **Text:** To scan text only, select this option.
- **Map:** To scan maps with text and graphics, select this option.
- **Newspaper/Magazine:** To scan newspaper or magazine media, including flat or glossy, text, color, or black-and-white images, or graphics, select this option.

## Resolution (dpi)

Choose the dots-per-inch resolution for your scan. Usually, the higher the dpi, the better the scan quality. Choose from these dpi settings: 72, 100, 150, 200, 300, 400, or 600.



**Note:** The Xerox® ConnectKey® Technology-enabled VersaLink® Multifunction Printer does not support resolution settings below 200 dpi. If you select 72 dpi, 100 dpi, or 150-dpi options, the device uses the default of 200 dpi.

## Quality or File Size

You can select the scan quality. The higher the quality, the larger the scan file size.

- For a good-quality scan, select **Good Quality**. The selection produces a small file size.
- For a better-quality scan, select **Better Quality**. The selection produces a medium file size.
- For a best-quality scan, select **Best Quality**. The selection produces a large file size.

# Xerox® Scan to Email App for Multifunction Devices Only



**Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

From the Xerox device control panel, touch the Xerox® **Scan to Email** App.

- Channel Partners can design the ConnectKey® App to include Email From, Email Message, and Email Subject fields. These settings are preconfigured with default values. You can modify the default values at the Xerox device.
- Channel Partners can design the ConnectKey® App to include custom text or a custom image. The Add Recipient option and availability of the remaining settings are based on the design of the customized application.

To add destination email addresses, touch **Add Recipient**. Channel Partners can configure the ConnectKey® App in different ways:

- Allow users to enter destination email addresses or choose from a list of saved email addresses.
- Configure the app to email a preset address list. Users cannot modify the address list recipients.

To configure the app, select the required options.

To begin the scan, touch **Send**. Job status indicators appear below the Send option. The **Job Succeeded** message confirms that the scan job is complete.


## Related Topics:

[Available Scan Settings](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

## Using a Xerox® Scan to Multi-Destination App for Multifunction Devices Only

 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

From the Xerox device control panel, touch the Xerox® **Scan to Multi-Destination** app.

- The ConnectKey® App can be designed to include FTP or Shared Folder destinations or both. These settings are preconfigured with default values.
- Channel Partners can design the Scan to Multi-Destination App to include Custom Text and Custom Image informational fields. You cannot modify the Custom Text and Custom Image fields at the device. The Add Destination option, and the location and availability of the remaining settings, are based on the design of the customized application.
- The About option includes information about the creator and contact details for app support. When the app is launched at the device, the Add Destination option and the scan settings made available by the app designer appear.

To add destinations, touch **Add Destination**. Depending on how the app is configured, a scan destination is included automatically, or you can choose from a list of destinations.

To begin scanning, touch **Scan**. Job status indicators appear below the Scan option. The `Job Succeeded` message confirms that the scan job is complete.

### Related Topics:

[Available Scan Settings](#)


[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

## Xerox® Scan to Box App, Dropbox App, and Google Drive App for Multifunction Devices Only

The apps enable multifunction device users to scan documents and images to folders in their personal account or to a designated account.

To access any cloud repository, on your Xerox device, enable the proxy.

 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

From the device control panel, select the following:


- Xerox® **Scan to Box** app.
- Xerox® **Scan to Dropbox** app.
- Xerox® **Scan to Google Drive** app.


In the repository Authentication window, enter the account login information.

1. If the app was set up to provide the user name or email address for the account automatically, the information appears.
2. To log in to a different account, enter the login credentials for the account.
3. When requested, to access your Box account, Google Drive account, or repository, grant XeroxConnectKeyForCloudProd1\_0 approval access.
4. To exit the app from the repository Authentication, and grant access window:
  - a. For Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printers: At the device control panel, press the **Clear All** button twice. Touch **Confirm**.
  - b. For Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers: At the device control panel, press the **Services Home** button, then touch **Reset**.
5. Choose the destination folder where you want to scan and store your document, then touch **OK**.

 **Note:** To scan to your root directory, do not select a folder. Touch **OK**

6. To view more folders, touch a destination or the arrow key.

 **Note:** Depending on how your account is structured, you can be required to select multiple levels of folders to get to the destination folder.

 **Note:** To navigate windows, Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support swipe gestures. To scroll the pages to see more folders, swipe the app.

7. Review your Scan Destination selections.
  - a. To change the settings, tap the selected folder, then browse to and select a new destination. Touch **OK**.

- b. To exit the app:
  - For the Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printer: Press the **Clear All** button twice.
  - For Xerox® ConnectKey® Technology-enabled VersaLink® and AltaLink® Multifunction Printers: Press the **Home** button, then touch **Reset**.
- c. To get contact info for app support, in the app, touch **About**.
8. To review or change the scan settings, touch the **Scan Setting**. To view all scan features that you can change, scroll the device window.
  - a. Touch the feature that you want to check or change.
  - b. Touch the setting that you want to apply to your current scan job.
9. To begin the scan, touch **Scan**.

Job status indicators appear below the **Scan** option. A *Job Succeeded* message confirms that the scan job is complete.

## Related Topics:

[Available Scan Settings](#)


[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)


[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

# Xerox® Scan to OneDrive App for Multifunction Devices Only


The Scan to OneDrive App enables users to navigate and scan to their SharePoint Online and OneDrive components Office 365 OneDrive folders, including Team Site. To access any cloud repository, on your Xerox device, enable the proxy.

 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

1. From the Xerox device control panel, touch **Scan to OneDrive App**.
2. When the Login window appears, enter your login credentials.

 **Note:** To log in to Office 365, an Office 365 account that includes SharePoint Online or a Standalone SharePoint Online account are required.

3. Touch **OK**.
4. The directory lists Subsites, Document Libraries, and Folders. To scroll for more Subsites, Libraries, and Folders, use the arrow keys.
5. Select the path to the destination, then select **OK**.

 **Note:** Xerox® ConnectKey® Technology-enabled AltaLink® MFP and Xerox® ConnectKey® Technology-enabled VersaLink® MFP support touch screens and allow swipe gestures. To see more folders, you can swipe to scroll the window.

The Scan to OneDrive App window appears with your selected settings for the Scan Destination.

6. Review your Scan Destination selections.
  - a. To change the Scan Destination settings, touch the selected folder, then browse to a new destination. When finished, touch **OK**.
  - b. To exit the app:
    - For Xerox® ConnectKey® Technology-enabled i-Series MFP devices: Press the **Clear All** button twice.
    - For Xerox® ConnectKey® Technology-enabled AltaLink® MFP and Xerox® ConnectKey® Technology-enabled VersaLink® MFP: Touch **Home > Reset**.
  - c. To get Contact Info for app support, scroll to the bottom of the scan destination window, then touch **About**.
7. To review or change the Scan Settings options, touch the Scan Setting. To view the Scan features, scroll the device control panel.
  - a. Select the feature that you want to check or change.



- b. Select the setting that you want to apply to your current scan job.
8. To begin scanning, select the **Scan** tab.

Job status indicators appear below the Scan button. The Job Succeeded message confirms that the scan job is complete.

### **Related Topics:**

[Available Scan Settings](#)


[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

# Xerox® Scan to Office 365 App for Multifunction Devices Only

The Scan to Office 365 App enables users to navigate and scan to Office 365 SharePoint Online, including Team Site. To access any cloud repository, on your Xerox device, enable the proxy.

 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

1. From the Xerox device control panel, touch the **Scan to Office 365** app.
2. When the Login window appears, enter your login credentials



**Note:** To log in to Office 365, an Office 365 account that includes SharePoint Online or a Standalone SharePoint Online account are required.

3. Touch **OK**.
4. The directory lists Subsites, Document Libraries, and Folders. To scroll for more subsites, libraries, and folders, use the arrow keys.
5. Select the path to the destination, then select **OK**.



**Note:** Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support touch screens and allow swipe gestures. To see more folders, you can swipe to scroll the window.

The Scan to Office 365 app window appears with your selected settings for the scan destination.

6. Review your scan destination selections.
  - a. To change the Scan Destination settings, touch the selected folder, then browse to a new destination. Touch **OK**.
  - b. To exit the app:
    - For Xerox® ConnectKey® Technology-enabled i-Series Multifunction printers: Press the **Clear All** button twice.
    - For Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
  - c. To get contact information for app support, scroll to the bottom of the Scan Destination window, then touch **About**.
7. To review or change the scan settings, touch **Scan Settings**. To view the scan features, scroll the device control panel.
  - a. Select the feature that you want to check or change.
  - b. Select the setting that you want to apply to your current scan job.
8. To begin scanning, select the **Scan** tab.

Job status indicators appear below the Scan option. The `Job Succeeded` message confirms that the scan job is complete.

## Related Topics:

[Available Scan Settings](#)

[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

## Xerox® Print from Apps

### Available Print Settings

Depending on the app design, you can select the following print settings at the device.

- Sides Imaged: 1-sided, 2-sided
- Print Quantity: 1–9999
- Print Color: Auto Detect, Monochrome, Color

# Xerox® Print From Box App, Google Drive App, and Dropbox App

You can print common file types and print-ready files from folders in personal accounts or from designated accounts.

To access any cloud repository on your Xerox device, enable the proxy.



**Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

1. From the Xerox device control panel, select one of the following:
  - Xerox® **Print from Box** app
  - Xerox® **Print from Google Drive** app
  - Xerox® **Print from Dropbox** app
2. In the Repository Authentication window, enter your account login credentials.
  - If the app was set up to provide the user name or email address for the account automatically, the information appears.
  - To select a different account, enter a different user name or email address, and password.
3. Touch **Log In**.
4. When requested, to access your Google Drive repository, grant XeroxConnectKeyForCloudProd1\_0 access.

A window appears directing you to select a document, or to select a folder to see more documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 including PCL XL, PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.

5. To exit the app:
  - For the Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printer: From the Repository Authentication and Grant Access window, press the **Clear All** button twice. Touch **Confirm**.
  - For Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
6. Touch the folder that contains the documents that you want to print.



**Note:** Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support touch screens and allow swipe gestures. You can swipe to scroll the pages to see more folders.

7. Touch the file that you want to print. Only supported files are available for selection.
8. Review your print selections.
9. To exit the app:
  - For the Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printer: Press the **Clear All** button twice.
  - For Xerox® ConnectKey® Technology-enabled VersaLink® and AltaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
10. To view contact information for app support, scroll to the bottom of the Print Settings window, then touch **About**.

11. To review or change the print settings, touch **Print Settings**. The print features appear on the print setting tab.
  - a. Select the feature that you want to check or change.
  - b. Select the setting that you want to apply to your current print job.
  - c. For more information, refer to [Available Print Settings](#).

12. To begin printing, touch **Print**.

Job status indicators appear below the Print option. A Job Succeeded message confirms that the print job is complete.

### **Related Topics:**

[Available Scan Settings](#)


[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)


[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)


# Xerox® Scan to OneDrive App for Multifunction Devices Only

The Scan to OneDrive app enables users to navigate and scan to their Office 365 OneDrive folders, including Team Site. To access any cloud repository, on your Xerox device, enable the proxy.


 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

1. From the Xerox device control panel, touch **Scan to OneDrive App**.
2. When the Login window appears, enter your login credentials.

 **Note:** To log in to Office 365, an Office 365 account that includes SharePoint Online or a Standalone SharePoint Online account are required.

 **Note:** To log in to Office 365, an Office 365 account that includes SharePoint Online or a Standalone SharePoint Online account are required.

3. Touch **OK**.
4. The directory lists Subsites, Document Libraries, and Folders. To scroll for more subsites, libraries, and folders, use the arrow keys.
5. Select the path to the destination, then select **OK**.

 **Note:** Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support touch screens and allow swipe gestures. To see more folders, you can swipe to scroll the window.

The Scan to OneDrive app window appears with your selected settings for the scan destination.

6. Review your scan destination selections.
  - a. To change the Scan Destination settings, touch the selected folder, then browse to a new destination. Touch **OK**.
  - b. To exit the app:
    - For the Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printer: Press the **Clear All** button twice.
    - For Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
  - c. To get contact information for app support, scroll to the bottom of the scan destination window, then touch **About**.
7. To review or change the scan settings, touch **Scan Settings**. To view the scan features, scroll the device control panel.
  - a. Select the feature that you want to check or change.
  - b. Select the setting that you want to apply to your current scan job.
8. To begin scanning, select the **Scan** tab.

Job status indicators appear below the Scan option. The *Job Succeeded* message confirms that the scan job is complete.

**Related Topics:**

[Available Scan Settings](#)

[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)


[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)



# Xerox® Print From Office 365 App

The Xerox® ConnectKey® Print From Office 365 app enables you to print common file types and print-ready files from Office 365 SharePoint Online, including Team Sites.

To access any cloud repository, on your Xerox device, enable the proxy.

 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

1. From the Xerox device control panel, touch the Xerox® ConnectKey® **Print from Office 365** app.
2. When the Login window appears, enter your login credentials



**Note:** An Office 365 account that includes SharePoint Online or a Standalone SharePoint Online account is required.

3. Touch **OK**. A list of available file repositories appears.
4. To view the file locations, scroll to Subsites, Libraries, or Folders. The file locations that appear depend on the structure of your Office 365 site or SharePoint Online site.



**Note:** Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support touch screens and allow swipe gestures. You can swipe to scroll the pages to see more folders.

- a. Scroll the Subsite, Library, or Folder until you reach the document that you want to print.
- b. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6 including PCL XL, PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.
5. Select the file that you want to print. Only supported files are available for selection. The Print From Office 365 summary window appears with your selected file settings.
6. To exit the app:
  - a. For Xerox® ConnectKey® Technology-enabled AltaLink® MFP and VersaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
  - b. For the Xerox® ConnectKey® Technology-enabled i-Series MFP, press the **Clear All** button twice.
7. For contact information for app support, scroll to the bottom of the Print Settings window, then touch **About**.
8. To review or change the print settings, touch **Print Settings**.
  - a. Select the feature that you want to check or change.
  - b. Select the setting that you want to apply to your current print job.
9. To begin printing, touch **Print**.

Job status indicators appear below the Print option. A *Job Succeeded* message confirms that the print job is complete.

## Related Topics:

[Available Scan Settings](#)

[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)


## Working with Xerox® ConnectKey® Apps at the Devices


[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

## Xerox® Print From URL App

The Xerox® Print From URL app enables you to print print-ready documents from a repository that a Web server hosts. IIS and Apache Web servers are the supported servers.


 **Caution:** To maintain the security of your information, it is recommended that you enable Verification of SSL Certificates on your Xerox device. If you do not enable verification of the SSL certificates, the secure communication of private or sensitive information is vulnerable.

 **Note:** Depending on how your Web server is configured, the proxy for your Xerox device can require enablement.

1. From the Xerox device control panel, touch the Xerox® **Print From URL** app.
2. If the app was configured to require credentials, the Login window for your site appears.

 **Note:**

- If the app was configured to provide the required credentials automatically for the site, those fields are complete.
  - To use different credentials, enter a different User ID and password.
  - If no credentials are required to access the site, the app does not prompt you for credentials.
3. Enter any required account credentials, then touch **OK**. A window appears, directing you to select a folder with print-ready documents. Print-ready documents are of the following file types: JPEG, PCL 5e, PCL 6, including PCL XL, PDF, PostScript Level 2 or 3, Text, TIFF, and XPS.
 

 **Note:** Choose the folder that contains the file that you want to print. Xerox® ConnectKey® Technology-enabled AltaLink® and VersaLink® Multifunction Printers support touch screens and swipe gestures. You can swipe to scroll the pages to see more folders.
  4. Touch the file that you want to print. Only print-ready files appear.
  5. Review your print selections.
    - a. To select a new file, touch the selected file name, then navigate to the required file.
    - b. To exit the app:
      - For Xerox® ConnectKey® Technology-enabled VersaLink® and AltaLink® Multifunction Printers: Press the **Services Home** button, then touch **Reset**.
      - For Xerox® ConnectKey® Technology-enabled i-Series Multifunction Printer: Press the **Clear All** button twice.
    - c. For contact information for app support, scroll to the bottom of the print settings window, then touch **About**.
  6. To review or change the print settings, touch **Print Settings**.
  7. Touch the feature that you want to check or change.
  8. Touch the setting that you want to apply to your current print job.
  9. To begin printing, touch **Print**. Job status indicators appear below the Print option. A **Job Succeeded** message confirms that the scan job is complete.

### Related Topics:

## Working with Xerox® ConnectKey® Apps at the Devices

[Available Scan Settings](#)

[Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers](#)

[Verifying or Enabling Extensible Interface Platform® for Xerox® ConnectKey® Technology-enabled VersaLink® Devices](#)

[Verifying and Enabling the Extensible Interface Platform® for Xerox® ConnectKey-Enabled i-Series and AltaLink® Devices](#)

## Purchasing Apps Purchase Models

The Xerox® App Galley offers different models for purchasable apps. You can use the Gallery to purchase both Xerox® apps and apps created by third-party developers. There is no need to visit multiple sites to purchase your apps.

The following purchasing models are supported:

### Paid Apps

Users can purchase Paid Apps and install them on multiple devices. There are two categories of Paid apps:

- Apps purchased on a per-device basis.
- Apps that are purchased once and can be installed on an unlimited number of devices.

### Time-Based Subscription Apps:

Users can subscribe to Time-Based Subscription apps for a specified length of time. Subscriptions can be 1 month, 12 months, 24 months or 36 months in length. The App Developer determines what subscriptions options are offered.

There are two categories of Time-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and can be installed on an unlimited number of devices.

### Usage-Based Subscription Apps:

Users can subscribe to Usage-Based Subscription Apps for a specified amount of usage over a period of one year. Examples of these types of apps are prints, copies, scans, and so on. These Subscriptions can offer up to three different usage quantities to use during the length of the subscription. The App Developer determines what subscription usage options are offered.

There are two categories of Usage-Based Subscription apps:

- Subscriptions that are purchased on a per-device basis.
- Subscriptions that are purchased and can be installed on an unlimited number of devices.

Information about Purchasable Apps, Xerox, and Third-Party apps

Paid Apps must be purchased to use them.

- Paid Apps are provided by Xerox and other third-party developers.
- Apps are supported by any of the six purchase models offered. Paid apps are purchased once and do not typically expire. Time-Based and Usage-Based apps are subscription-based models. App access and use expires based on the terms of the subscription purchased.
- Instructions are provided on how and where to purchase an app on the App Details page.

Purchasable Apps with Free Trials: All apps offer a limited trial period.

## Working with Xerox® ConnectKey® Apps at the Devices

1. The length of the free trial varies depending on how the app developer configured the trial when the app was created.
2. Each free trial allows you to use the app temporarily, without making a purchase.
3. App trials can be configured to expire after the designated length of time or after the amount of the allowed usage is exhausted. Whichever term is met first determines the expiration. If the app has a Usage trial, it expires after the term of the subscription has been met, even if the usage is not used completely.
4. When the free trial is used, to continue using the app, a purchase is required.
5. After you purchase an app, it will automatically install on selected devices directly from your Xerox® App Gallery Account Web Portal.

## App Purchasing Information

App Purchasing information is on the App Details page. You can access details for an app in one of the following ways:

- From the All Apps tab, click an app. The App Details page appears, including purchasing information for the app.
- From the My Apps tab, from the list of your installed apps, click the app. The Details page includes purchasing information, and information about the device or devices that may already have the app installed.

Depending on the type of app, the information screen can offer one or more of the following options:

- **Try It:** This option allows you to install the app free of charge for a trial period.
- **Install:** This option is for a free app. No purchase is required.
- **Buy:** This option requires a purchase. It offers either a per-device, or an unlimited device, purchase. For per-device purchases, you buy one app for each device. For unlimited device purchases, you can buy once, then install the app on any number of devices.
- **Subscribe:** This option requires a purchase and offers the convenience of an app subscription. Subscriptions can be time-based, which expire after a selected period, or usage-based, which expire after one year or after usage is exhausted. Time-Based purchase models can offer you the option to auto-renew your subscriptions.





# Purchasing Apps

This chapter contains:

- [Purchase Models](#) ..... 90
- [App Purchasing Information](#) ..... 92

## Purchase Models

The Xerox® App Galley offers different models for purchasable apps. You can use the App Gallery to purchase both Xerox® apps and apps created by third-party developers. There is no need to visit multiple sites to purchase your apps.

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Users can subscribe to Usage-Based Subscription apps for a specified amount of usage over a period of one year. Examples are prints, copies, scans, and so on. These subscriptions can offer up to three different usage quantities to use during the length of the subscription. The app developer determines what subscription usage options are offered.

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### Information about Purchasable Apps, Xerox, and Third-Party apps

To use Paid apps, the apps require a purchase.

- Paid apps are provided by Xerox and other third-party developers.
- Apps are supported by any of the six purchase models offered. You purchase Paid apps, and the apps typically do not expire. Time-Based and Usage-Based apps are subscription-based models. App access and use expires based on the terms of the subscription purchased.
- The App Details page provides instructions on how and where to purchase an app.

**Purchasable Apps with Free Trials: All Apps offer a Limited Trial Period**

- The length of the free trial varies depending on how the app developer configured the trial when the app was created.
- Each free trial allows you to use the app temporarily, without a purchase.
- App trials can be configured to expire after the designated length of time or after the amount of the allowed usage is exhausted. Whichever term is met first determines the expiration. If the app has a Usage trial, the app expires after the term of the subscription has been met, even if the usage is not used completely.
- When the free trial is used, to continue using the app, a purchase is required.
- After you purchase an app, it installs automatically on selected devices directly from your Xerox® App Gallery Account Web Portal.

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App Purchasing information is on the App Details page. You can access details for an app in one of the following ways:

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- From the My Apps tab, from the list of your installed apps, click the app. The Details page includes purchasing information, and information about the device or devices that already have the app installed.

Depending on the type of app, the information screen can offer one or more of the following options:

- **Try It:** This option allows you to install the app free of charge for a trial period.
- **Install:** This option is for a free app. No purchase is required.
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- **Subscribe:** This option requires a purchase and offers the convenience of an app subscription. Subscriptions can be time-based, which expire after a selected period, or usage-based, which expire after one year or after usage is exhausted. Time-Based purchase models can offer you the option to auto-renew your subscriptions.

# Xerox® App® Gallery App Procedures

This chapter contains:

- Xerox® App Gallery App Overview ..... 94
- Creating an App Gallery Account from the Xerox® App Gallery App..... 95
- Logging in to Your Account from the Xerox® App Gallery App..... 96
- Adding a Device Automatically from the Xerox® App Gallery App..... 97
- Adding a Device Automatically to Your App Gallery Account from the App Gallery App ..... 98
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## Xerox® App Gallery App Overview



**Note:** By default, many apps from Xerox® App Gallery are preinstalled and available on all Xerox® ConnectKey® Technology-Enabled i-Series devices, Xerox® VersaLink® devices, and Xerox® AltaLink® devices. The Xerox App Gallery App is one of the preinstalled apps.

When you select the Xerox® App Gallery App from the device control panel, you can browse the gallery and log in. Create a Xerox® App Gallery account or use an existing account to log in. After you log in, you can perform additional App Gallery functions, such as purchase, install, and update the apps. You are not required to log in to browse available apps in the Gallery.

You can install the Xerox® App Gallery App on devices where it is not installed currently. If the Xerox® App Gallery App is not installed on a device, it is available from the Xerox® App Gallery Web Portal.



**Tip:** To use the Xerox® App Gallery App, ensure that you have the following device requirements:

- The Xerox® device has a network connection.
- Xerox® Extensible Interface Platform® (EIP) version 3.5 or higher is installed on your Xerox® VersaLink® devices, Xerox® AltaLink® devices, and Xerox® ConnectKey® Technology-Enabled i-Series devices.



**Note:** SSL Certificates provide secure communication of private and sensitive information over network connections. If SSL certificate validation is disabled, the secure communication of private or sensitive information is vulnerable. Typically, it is recommended that the Verify server certificates setting is enabled on your Xerox device, although this setting can cause issues with other applications. For more information, refer to Xerox® App Gallery Online Support at <http://www.support.xerox.com/support/xerox-app-gallery>

# Creating an App Gallery Account from the Xerox® App Gallery App

You can create a Xerox® App Gallery account in two ways:

- From the Xerox® App Gallery Web Portal. For information, refer to [Creating an App Gallery Account from the Xerox® App Gallery Web Portal](#).
- From the Xerox® App Gallery App
  1. From the Xerox device Home screen, click the **Xerox App Gallery App** icon.
  2. Click **Login**.
  3. From the App Gallery Log In window, click **Create Account**.
  4. Click the **Email** field, then enter a valid email address.
  5. Confirm the email address.
  6. Enter an account password, then confirm the password.  
Passwords are at least eight characters, and contain three of the following categories:
    - Uppercase letters, for example: A, B, C, or D
    - Lowercase letters, for example: a, b, c, or d
    - Numeric characters, for example: 1, 2, or 3
    - Non-alphanumeric punctuation marks, for example: ! @ # \$ % & \* + ?
  7. In the appropriate fields, enter your first name, your last name, and your company name.
  8. To find and select your country, scroll the list. Click **OK**.
  9. To display a list of supported currencies, select the **Payment Currency** field. From the list, select your preferred payment currency.
  10. Review and accept the Terms of Use and the Data Administration Terms of Use. Select the check box for each term of use.
  11. Click **OK**.

The account is created, and you are logged in.

## Logging in to Your Account from the Xerox® App Gallery App

1. From the Xerox® device Home screen, touch the **Xerox® App Gallery App** icon. The App Gallery appears.
2. Touch **Log In**.
3. Using the onscreen keyboard, enter your account email address and password.
4. From the onscreen keyboard, touch **Enter**. You are logged in.



**Note:** If a message appears stating that the App Gallery Server cannot be found or is unavailable, refer to the Troubleshooting chapter.



# Adding a Device Automatically from the Xerox® App Gallery App

There are two methods to add a device to an App Gallery account:

- Access the Xerox® App Gallery Web Portal, select the Devices catalog, then add the devices. Refer to [Adding a Device Automatically to Your App Gallery Account from the App Gallery App](#).
- From the App Gallery App, add the device automatically.

To add a device from the App Gallery App to your App Gallery Account, the following conditions are required:

- The device cannot already reside in your Devices catalog.
- The device that you want to add has the App Gallery App installed.

Log in to the App Gallery App with your Xerox® App Gallery account credentials. You cannot log in to the App Gallery App with credentials that were saved previously. Refer to [Saving App Gallery Account Credentials for the Xerox® App Gallery App](#).

If your system administrator saved the login credentials, you do not need to log in to App Gallery App with your App Gallery account credentials while the administrator-saved credentials are active.

After this set of criteria is met, you can add the device automatically to your App Gallery account. Refer to [Adding a Device Automatically to Your App Gallery Account from the App Gallery App](#).



**Note:** When you add the device automatically to your App Gallery Account, the device model name and IP address are added to your account. You can edit the device with the App Gallery Web Portal, then enter the device administrator user name and device administrator password. This step ensures that there is successful communication between the App Gallery Web Portal and the device.

## Adding a Device Automatically to Your App Gallery Account from the App Gallery App

1. From the Xerox® device Home screen, touch the **Xerox® App Gallery App** icon.
2. Touch **Log In**.
3. To log in to the App Gallery App, enter your Xerox® App Gallery account email address and password.



**Note:** The device is added automatically to your Xerox® App Gallery Account. When you log in to your account with App Gallery Web Portal, the Devices tab displays the device in the list.



**Note:** To ensure communication between Xerox® App Gallery Web Portal and the device, refer to [Adding the Device Credentials to Your App Gallery Account](#).

# Adding the Device Credentials to Your App Gallery Account

When you add the device automatically to your App Gallery Account, the device model name and IP address are added to your account. To edit the device, access your account with the App Gallery Web Portal, then enter the device administrator user name and device administrator password. This step ensures that there is successful communication between App Gallery Web Portal and the device.

1. Go to <https://appgallery.services.xerox.com>.
2. Click **Log In**.
3. Log in to your Xerox® App Gallery account.
4. Click the **Devices** tab.
5. Locate, then select the device that was added automatically with the Xerox® App Gallery App. The Device Details page appears.
6. Click **Edit**. The Edit Device dialog appears.
7. Enter the device administrator user name and device administrator password.
8. Click **OK**. The device credentials are added to the device.

# Installing an App from the Xerox® App Gallery App

1. From the Xerox device Home screen, touch **Xerox® App Gallery App**. If a device administrator saved the administrator Xerox® App Gallery account credentials previously, the App Gallery appears with the user logged in. The saved administrator credentials allow all Xerox device users to access the Xerox® App Gallery App. With this option, users do not have to log in with individual account credentials.
2. If there are no users logged in to the app, tap **Log In**, then use your email address and password to log in to your App Gallery account.
3. Browse the apps on Xerox® ConnectKey® Technology-Enabled i-Series devices. To navigate the list of available apps on Xerox® VersaLink® devices and Xerox® AltaLink® devices, use a swipe gesture.
4. Touch the app icon for the app that you want to install.
5. Touch **Install**. The License Agreement appears.
6. Review the License Agreement. To accept the terms, select **Agree**.



**Note:** If the app does not install successfully, the Install button appears. To reattempt the installation process, click **Install**.

The installation process begins. The newly installed app appears in your My Apps tab. When you log out, the app appears in the Installed tab and appears for all users.

7. Touch **Log Out**.
8. To exit the Xerox® App Gallery App, touch **Home Services**.


The newly installed app is added automatically to the user account in the My Apps catalog in the Xerox® App Gallery Web Portal.

## Related Topics:

[Logging in to Your Account from the Xerox® App Gallery App](#)

# Updating an App from the Xerox® App Gallery App

To update an app on the device, use the Xerox® App Gallery App.


 **Tip:** Updating the app overwrites the existing app version with the new version.

1. From the Xerox® device Home screen, touch the **Xerox®App Gallery App** icon.
2. Log in with your App Gallery account email address and password.
3. Touch **My Apps**.
4. If app updates are available, an `Update Available` message appears.
5. Locate an app that you want to update, then touch the associated **Update** feature. Or, if you want to install all the available updates, touch **Update All**.
6. Touch **Agree**. When the update is complete, the `Update Available` message and button disappear.
7. Touch **Log Out**.
8. To exit the Xerox® App Gallery App, touch **Home Services**.

## Related Topics:

[Logging in to Your Account from the Xerox® App Gallery App](#)

# Device Administrator Procedures from the Xerox® App Gallery App

 **Important:** A Xerox device can have more than one administrator. Xerox device administrators can log on and perform the following procedures.

If you do not have administrator login credentials, contact your system administrator.

## Saving App Gallery Account Credentials for the Xerox® App Gallery App

This procedure provides instructions for saving the App Gallery account email address and password for the Xerox® App Gallery App.

When you save the account credentials, all Xerox® device users have access to the Xerox® App Gallery App. They do not have to log in with individual account credentials.

1. From the Xerox® device Home screen, log in as an administrator.
2. On the Home screen, touch **Xerox® App Gallery App**. The App Gallery appears.
3. Select **Log In**.
4. Use the onscreen keyboard and enter your email address.
5. Use the onscreen keyboard and enter your password.
6. Click **OK**.
7. A message appears asking `Would you like to use this account to allow all users to install apps or do you want to require logging in to App Gallery each time?` Touch **Use This Account**. The credentials are saved and the App Gallery appears. All Xerox® App Gallery App users are logged in automatically and have access to the App Gallery.

## Changing App Gallery Account Credentials for the Xerox® App Gallery App

Use this procedure to change the saved App Gallery Account credentials.



**Note:** Only Xerox device administrators can perform this procedure. If you are not an administrator, contact a device administrator.


This procedure assumes that a Xerox device administrator created an App Gallery account, and that the account email address and password were saved.

1. From the Xerox device Home screen, log in as an administrator.
2. Click the **Xerox® App Gallery App** icon.
3. From the App Gallery screen, click **Settings**. The Settings window appears.
4. Click **Remove Account** → **From** → **This Device**. A message appears prompting: *Are you sure you want to remove your account from this device? If you confirm that you want to remove your account from the device, you are logged out and others are not able to access the App Gallery from your account.*
5. To confirm that you want to remove your account from the device, click **Log Out & Remove**.
6. Click **Log In**.
7. Using the onscreen keyboard, enter a new email address.
8. Using the onscreen keyboard, enter the password for the new App Gallery Account.
9. Click **OK**.
10. A window appears with a message asking *Would you like to use this account to allow all users to install apps or do you want to require logging in to App Gallery each time?* Click **Use This Account**.
11. The credentials are saved and the App Gallery appears. If **Allow Other Accounts** is selected, the credentials are not saved. For app features that require a log in, users are required to enter their individual account credentials each time that they request a feature.



## Deleting or Clearing App Gallery Account Credentials from the Xerox® App Gallery App

Use this procedure to delete or clear the saved App Gallery account credentials, which include your email address and password. When you delete the credentials, you can browse the App Gallery, but you are required to log in to perform certain functions, such as installing apps.

 **Note:** Only Xerox device administrators can perform this procedure. A Xerox device can have more than one administrator. For assistance, contact your device administrator.

1. From the Xerox device Home screen, log in as an administrator.
2. On the Home screen, click the **Xerox® App Gallery App**. The App Gallery appears.
3. From the App Gallery screen, click **Settings**. The Settings screen appears.
4. Click **Remove Account** → **From** → **This Device**. A message appears prompting: *Are you sure you want to log out and remove your account from this device? If you confirm that you want to remove your account from the device, you are logged out and others cannot access the App Gallery from your account.*
5. To confirm that you want to remove your account from the device, click **Log Out & Remove**. The saved App Gallery account credentials are deleted and the Log In button reappears.

 **Note:** To access the App Gallery to install and update app features, enter a valid App Gallery account email address and password.



# Troubleshooting

This chapter contains:

- Xerox® App Gallery Account Issues ..... 108
- Xerox® App Gallery Web Portal Device Issues ..... 111
- Xerox App Gallery Web Portal App Issues ..... 113
- App Purchasing Issues..... 114

This chapter helps you to find and resolve Xerox® App Gallery problems and issues.

## Xerox® App Gallery Account Issues

### User Cannot Create an App Gallery Account

You can create a Xerox App Gallery account from the Xerox® App Gallery Web Portal or from the Xerox® App Gallery App.

Account creation can fail for various reasons. For example, the email address is not accepted because that address is used already.

Check or perform the following steps:

1. To create your account, use a different email address.
2. Check your Junk email folder for the email message from Xerox® App Gallery.
3. If the email from Xerox® App Gallery is in your Inbox email folder, to begin using your new account, click **Browse Apps**.



**Note:** To ensure that you receive future Xerox® App Gallery emails, specify the message as **Not Junk**. If no email was received in your Inbox email folder or the Junk email folder, it is possible that a temporary email server failure occurred.

4. Access the Xerox® App Gallery Web Portal: <https://appgallery.services.xerox.com>.
  - a. Click **Help**.
  - b. In the window, click **Feedback**.
  - c. To alert Xerox® App Gallery Support of the problem, send an email.



**Note:** When you send an email to Xerox® App Gallery Support, provide the email address that you used to create a Xerox App Gallery account.

#### Related Topics:

[Creating an App Gallery Account from the Xerox® App Gallery App](#)

[Creating an App Gallery Account from the Xerox® App Gallery Web Portal](#)

### Forgotten Password or Locked App Gallery Account

When you cannot log in to your App Gallery account, it is due typically to a forgotten password, or the account has been locked due to too many incorrect login attempts.

To log in to your App Gallery account, from the Xerox® App Gallery Web Portal, refer to [Resetting Your App Gallery Account Password](#). Follow the steps to reset your password.

### Cannot Connect to the Xerox® App Gallery Web Portal

1. Ensure that the computer has Internet access.
2. For your Internet browser, check the browser security settings:
  - [Modifying the Internet Explorer Browser Security Settings](#)
  - [Modifying the Chrome Browser Security Settings](#)

# User Cannot Connect to the Xerox® App Gallery App

## Xerox® ConnectKey® Technology-Enabled i-Series Devices and Xerox® AltaLink® Devices

A message appears, stating The App Gallery Server could not be found or is unavailable.

If the user cannot connect to Xerox® App Gallery App on the device, ensure that the Proxy Server is enabled for Extensible Service Setup.



**Note:** Some app installations require a proxy to connect to the Internet.

1. Open an Internet browser. The Internet browser can be Internet Explorer or Google Chrome.
2. From an Internet browser, enter the IP address for the Xerox device. The Xerox® Embedded Web Server page for that device appears.
3. Click **Properties**.
4. Log in as Administrator.
5. For General Setup, click **Extensible Service Setup**. The Extensible Service Setup page appears.
6. Scroll to the Proxy Server section, then ensure that the Proxy Server setting is enabled.
  - a. From the menu, select **Proxy**.
  - b. In the HTTP, HTTPS subsection, verify that the proxy is enabled and that the proxy information appears.
  - c. To exit the browser, click **Close**.
7. If a proxy server is not enabled, perform the following steps:
  - a. Click **Edit**
  - b. On the Proxy Server page, for HTTP Proxy Server, select the check box for **Enabled**.
  - c. Click **Apply**.
  - d. To dismiss the message, click **OK**.
8. On the Extensible Service Setup page, click **Apply**.
9. To dismiss the message, click **OK**.
10. Exit and close the browser window.

## Xerox® ConnectKey® Technology-Enabled VersaLink® Devices

A message appears, stating The App Gallery Server could not be found or is unavailable.

If you cannot connect to the Xerox® App Gallery App on the device, ensure that the proxy server is enabled for Extensible Service Setup.



**Note:** Some app installations require a proxy to connect to the Internet.

1. Open an Internet browser. You can use Internet Explorer or Google Chrome.
2. From an Internet browser, enter the IP address of the Xerox device. The Xerox® Embedded Web Server page for that device appears.
3. Log in as the Administrator.
4. Click **Apps**, then click **EIP Settings**. The Extensible Service Setup page appears.
5. Depending on the status of the proxy server, do one of the following:
  - If the proxy is set to Enabled, the proxy information appears. Close the browser.
  - If the proxy is not enabled:
    - Slide the **Use Device Proxy Server** toggle button to the right. If the device proxy was set up, the server information is populated onscreen. If the device proxy was not set up, click **Proxy Server**.
    - On the Proxy Server page, enter the required proxy setting information.
    - Click **OK**.
6. Close the browser.

# Xerox® App Gallery Web Portal Device Issues

## Internet Browser Plug-In or Extension

To enable communication between Xerox® App Gallery Web Portal and the device, ensure that you have installed and enabled the Xerox® Device Connector plug-in or extension on your Internet browser.

1. Verify that the Internet browser is configured to allow third-party plug-ins or extensions.
  - For Internet Explorer, refer to [Verifying or Enabling the Xerox® Device Connector Add-On for Internet Explorer](#).
  - For Google Chrome, refer to [Verifying or Enabling the Chrome Extension for Xerox® App Gallery](#).
2. Verify the browser security settings for the correct modifications.
  - For Internet Explorer, refer to [Modifying the Internet Explorer Browser Security Settings](#).
  - For Google Chrome, refer to [Modifying the Chrome Browser Security Settings](#).

## User Cannot Add a Device to an App Gallery Account from the Xerox® App Gallery Web Portal

When you first add a device with the Xerox® App Gallery Web Portal, a message appears on Internet Explorer or Chrome browsers. The message indicates that permission is required to install the Xerox® Device Connector Internet Explorer Add-on or Chrome Extension.

To install apps, the Xerox® Device Connector must be installed and enabled. This process enables communication between the Xerox® App Gallery Web Portal and the device.

Verify the following:

1. When you add a device, the Internet browser displays a message that the plug-in connector or extension must be installed. Verify that the connector is installed and enabled for the Internet browser.
  - a. For the Internet Explorer browser, refer to [Verifying or Enabling the Xerox® Device Connector Add-On for Internet Explorer](#)
  - b. For the Google Chrome browser, refer to [Verifying or Enabling the Chrome Extension for Xerox® App Gallery](#)
2. Ensure that the device is operational and connected to the network.
  - a. For the Internet Explorer browser, refer to [Modifying the Internet Explorer Browser Security Settings](#).
  - b. For the Google Chrome browser, refer to [Modifying the Chrome Browser Security Settings](#).
3. Ensure that the device IP address is correct.
4. Ensure that the device supports Xerox® Extensible Interface Platform®, version 3.5 or higher.
5. Ensure that the browser that runs the Xerox App Gallery does not have more than one browser extension installed. If you have more than one extension, uninstall the extra extensions, then refresh the browser. Reinstall the browser extension again and attempt to add the device.

## Devices are not Displayed on the Devices Tab in the Xerox® App Gallery Web Portal

To add devices manually to an App Gallery account, enter the device IP address and other related information.



**Note:** To request a bulk device installation option, send an email request to [xerox.app.gallery.feedback@xerox.com](mailto:xerox.app.gallery.feedback@xerox.com).

Refer to [Adding a Device Automatically to Your App Gallery Account from the App Gallery App](#).



**Tip:** Verify that the ActiveX Controls for Internet Explorer or the third-party plug-ins for a Google Chrome browser are enabled. The action ensures that App Gallery can communicate with the Xerox devices. Refer to one of the following procedures:

- Internet Explorer browser: [Verifying or Enabling the Xerox® Device Connector Add-On for Internet Explorer](#)
- Google Chrome browser: [Verifying or Enabling the Chrome Extension for Xerox® App Gallery](#)



# Xerox App Gallery Web Portal App Issues

## Cannot Install Apps from the Xerox® App Gallery Web Portal

1. Depending on your Internet browser, ensure that the Xerox® Device Connector plug-in or extension is installed and enabled.
  - [Verifying or Enabling the Xerox® Device Connector Add-On for Internet Explorer](#)
  - Google Chrome: [Verifying or Enabling the Chrome Extension for Xerox® App Gallery](#)
2. Ensure that the devices that you want to install are added to the App Gallery Account in the Xerox® App Gallery Web Portal. Refer to [Adding a Device Automatically to Your App Gallery Account from the App Gallery App](#).
3. Ensure that the devices in the Devices tab in Xerox® App Gallery Web Portal are configured with the correct device administrator credentials. The Device Administrator user name and password are required.
4. Ensure that the device IP address has not changed. If the address has changed, update the address in the in Xerox® App Gallery Web Portal in the Devices tab. Refer to [Editing or Updating a Device in an App Gallery Account](#).
5. To install the app, return to your account in the Xerox® App Gallery Web Portal. Refer to [Installing, Updating, or Reinstalling Apps](#).

## Cannot Uninstall an App from the Xerox® App Gallery Web Portal

1. Ensure that the Device Administrator User name and the Device Administrator Password are correct. Refer to [Editing or Updating a Device in an App Gallery Account](#) in the Xerox® App Gallery Web Portal.
2. Ensure that the app that you are uninstalling is not set as the device default walk-up screen.

## App Removed from a Device

If an app was removed unintentionally from a device, you can reinstall the app from the Xerox® App Gallery Web Portal. Refer to [Reinstalling an App from My Apps](#).

## Device Start-Up Screen Does Not Display the App

If the device start-up screen does not display the designated or assigned app, refer to [Xerox® ConnectKey® Technology-Enabled i-Series and AltaLink® Devices](#), and [Xerox® ConnectKey® Technology-Enabled VersaLink® Devices](#).

## App Purchasing Issues

### App is Unavailable for Installation

To use a Paid App, a purchase is required. On the App Details page, Paid Apps displays a Buy or Subscribe button. This information applies to both Xerox and third-party apps.


### Xerox and Third-Party Paid Apps

For Xerox and third-party Paid Apps, purchase the app from the Xerox® App Gallery Web Portal. Refer to [Purchasing Apps](#).

### Unable to Reuse a Purchased App After Removal

For Per-Device app purchases, apps are not available for reuse even if the app was removed from one or more devices. To replace a device, purchase a new app for that device.

For Unlimited app purchases, you can change, add, or remove devices where the apps are installed. You do not have to purchase additional apps.

 **Note:** If an app was deleted from a device, you can reinstall the app from the App Gallery App or from the App Gallery Web Portal account where you purchased the app.

### Unable to Purchase an App from the Device Control Panel

In future releases, you can purchase apps at the device from the App Gallery App.

### Unable to Use a Xerox or Third-Party Paid App

There can be potential issues that prevent the use of a Paid App. To ensure the use of a Paid App, perform the following steps:

- Ensure that the device is connected to the network.
- Purchase the app from the Xerox® App Gallery Web Portal.

### Purchasing an App

To purchase an app, perform the following steps:

1. Access <https://appgallery.services.xerox.com>.
2. Log in with your App Gallery account credentials.
3. From All Apps, locate and click the app. The App Details screen appears.
4. Depending on the type of app selected, use one of the following options:

- To install and use the app on a trial basis, click **Try It**.
- To purchase the app, click **Buy**.
- To purchase a subscription to an app, click **Subscribe**.

Refer to [Purchasing Apps](#) for detailed instructions.

## Unable to Run Free Trials for an App from a Device

If the free trial period for the app has expired or all trial usage is exhausted, the app is prevented from running.

After all free trials are used, a purchase is required for that app. To purchase the app, refer to [Purchasing Apps](#)


## Installing the Xerox® Device Connector Plug-In or Extension on an Internet Browser

To enable communication between the Xerox® App Gallery Web Portal and the device, ensure that the Xerox® Device Connector is installed and enabled on your Internet browser.

When you add a device for the first time with the Xerox® App Gallery Web Portal, a message appears that asks for permission to install the Xerox® Device Connector Add-on, Internet Explorer and Extension, or Google Chrome.

Depending on your Internet browser, a message appears:

- Internet Explorer browser: To continue, click **Install**. If you do not install the Xerox Device Connector extension, you cannot install apps on your device from this website. If the window was closed before you installed the extension, you can reopen the window.
- Google Chrome browser: App Gallery needs to add the Xerox Device Connector browser extension to communicate with your Xerox devices. To obtain the extension from the Google Chrome Web Store, select the button.

 **Important:** By default, after installation, the Xerox® Device Connector add-on and extension are enabled. The connector and extension remain enabled unless they are disabled manually.


To verify or enable the Xerox® Device Connector add-on, refer to one of the following procedures:

- Internet Explorer: [Verifying or Enabling the Xerox® Device Connector Add-On for Internet Explorer](#)
- Google Chrome: [Verifying or Enabling the Chrome Extension for Xerox® App Gallery](#)

## Verifying or Enabling the Xerox® Device Connector

## Add-On for Internet Explorer

 **Note:** To add devices from the Xerox® App Gallery Web Portal, install and enable the Xerox® Device Connector Add-on with Internet Explorer.

 **Important:** After you install the Xerox® Device Connector add-on, the add-on is enabled by default and remains enabled unless you disable it.

To verify that the Xerox® Device Connector is installed and enabled, perform the following steps:

1. Open Internet Explorer.
2. To access Manage Add-ons, select one of the following:
  - From the Menu bar, click **Tools** → **Manage Add-ons**.
  - From the Gear icon, click **Manage Add-ons**.
3. From the Manage Add-ons window, perform the following steps:
  - a. For Add-on Types, select **Toolbars and Extensions**.
  - b. To ensure that the Xerox® Device Connector is enabled, in the list, locate the device. If the Xerox® Device Connector is disabled, select **Xerox® Device Connector**.
  - c. Click **Enable**.
4. The Xerox Device Connector is enabled. To save the settings and exit Manage Add-ons, click **Close**.

## Verifying or Enabling the Chrome Extension for Xerox® App Gallery

When you add devices for the first time from Xerox® App Gallery Web Portal, the following warning appears: `App Gallery needs to add the Xerox Device Connector browser extension to communicate with your Xerox devices. Select the button below to get the extension from the Google Chrome Web Store.`

To enable the Xerox® App Gallery Web Portal to add devices to your account, install the Xerox® App Gallery Device Connector plug-in. To verify that the Xerox® App Gallery Device Connector plug-in is installed and enabled, perform the following steps:

1. Open the Google Chrome browser.
2. Click the **Customize and Control Google Chrome** menu.
3. Click **Settings**. The Settings tab appears.
4. Click **Extensions**.
5. In the list, locate the Xerox App Gallery Device Connector, then ensure that the connector is enabled. If the connector is disabled, to enable the connector, move the slider to the right.
6. Close the Google Chrome browser window.

## Setting up the Proxy Server for Xerox® CentreWare®

# Internet Services or the Embedded Web Server

## Xerox® ConnectKey® Technology-Enabled i-Series and AltaLink® Devices

A proxy server acts as a go-between for clients seeking services and the servers that provide the services. The proxy server filters client requests and, if the requests meet the filtering rules, the proxy server grants the request and allows the connection.

A proxy server has two main purposes:

- To keep any Xerox® devices behind the proxy server anonymous for security purposes.
- To cache content from resources, such as webpages from a Web server, to decrease resource access time.



**Note:** If the device is behind a firewall, before you run the app, to ensure proper activation, configure the proxy server at the device.

1. Open an Internet browser.
2. Enter the IP address of the Xerox device.

The Xerox® CentreWare® Internet Services or Embedded Web Server page for the Xerox device appears.

3. Click **Properties**.
4. Log in as an Administrator.
5. For Connectivity, click **Setup**.
6. For the Protocol section, for the Proxy Server option, click **Edit**.
  - a. For the HTTP Proxy Server section, click **Enabled**.
  - b. Click the Proxy Server address type. The following options are available:
    - IPv4 Address
    - IPv6 Address
    - Host Name
  - c. Enter the appropriately formatted address and port number.
  - d. Click **Save**.
7. You are required to set proxy server settings for Enabled for Extensible Server Setup. The Connectivity page appears.
8. For General Setup, click **Extensible Service Setup**. The Extensible Service Setup page appears.
  - a. For Proxy Server, from the menu, click **Proxy**.
  - b. For the HTTP, HTTPS section, verify that the proxy is enabled and that the proxy information appears.
  - c. To change any of the current settings, click **Edit**.
  - d. Click **Apply**.
  - e. To dismiss the message box, click **OK**.
9. Exit the window, then close the browser window.

## Xerox® ConnectKey® Technology-enabled VersaLink Multifunction Printers

A proxy server acts as a go-between for clients seeking services and the servers that provide the services. The proxy server filters client requests and, if the requests meet the filtering rules, the server grants the request and allows the connection.

A proxy server has two main purposes:

- To keep any Xerox® devices behind it anonymous, for security purposes.
- To cache content from resources, such as webpages from a Web server, to decrease resource access time.



**Note:** If the device is behind a firewall, before you run the app, to ensure the proper activation, configure the proxy server at the app.

1. At your computer, open an Internet browser.
2. Enter the IP address of the Xerox device.

The Xerox® CentreWare® Internet Services or Embedded Web Server page for the Xerox device appears.

3. Log in as an Administrator.
4. Click **Connectivity**. On the Connections page, click **HTTP**. A message appears. To enable the option, move the Proxy Server slider to the right.
5. For the Proxy Server section:
  - a. Click the proxy server address type. The following options are available:
    - IPv4 Address
    - IPv6 Address
    - Host Name
  - b. Enter the appropriately formatted address and port number. If the proxy server requires a password, for Password Required, move the slider to **On**, then enter the login name and password. Click **OK**.
6. For Extensible Server Setup, set the proxy server settings to **Enabled**.
7. Select **Apps** → **EIP Settings**.

The Use Device Proxy Server option is enabled.

If the Use Device Proxy Server is not enabled, move the slider to the right. After the screen refreshes, the proxy server information appears. If the proxy server information does not appear, click the **Proxy Server** link, then repeat Step 5.

8. Exit and close the browser window.



